

18. (Amended) The call router system of claim 14 wherein routing rules for connected agent's computer [workstation] workstations are maintained separately on the processor [connected to the LAN] that executes the router, and wherein routing is accessed from the routing rules according to destination information for received calls.

REMARKS

The present amendment is in response to the Office Action mailed May 14, 1999 in the above-referenced case. Claims 2-18 are presented for examination. Claims 2-8 and 10-18 are rejected under 35 U.S.C. 102(e) as being anticipated by Iwami (U.S. Patent number: 5,604,737) hereinafter Iwami. Claim 9 is rejected under 35 U.S.C. 103(a) as being unpatentable over Iwami in view of McCalmont et al (US Patent 5,621,789) hereinafter McCalmont.

Applicant has carefully studied the prior art provided by the Examiner. Applicant has herein amended many of the claims to more particularly point out and distinctly claim the subject matter regarded as patentable, and to distinguish unarguably over the references as cited and applied by the Examiner.

Claim 2 as amended now recites:

2. A method for routing Internet Protocol Network Telephony (IPNT) calls at customer premises having a managing processor and a computer workstation coupled to the managing processor, the managing processor having a set of routing rules specific to and accessible and editable by a person assigned to the computer workstation, the method comprising steps of:

(a) receiving an IPNT call at the managing processor;

(b) determining the person assigned to the workstation is an intended recipient for the call;

(c) requesting routing by the managing processor from the specific set of current routing rules accessible and editable by the person assigned to the computer workstation; and

(d) routing the call according to the current routing rules specific to the person.

The Examiner has rejected claim 2 under § 102 (e) as being anticipated by Iwami. Applicant has made specific amendments to claim 2 to clearly claim that a person assigned to a workstation has a unique set of routing rules specific to that person, also accessible and editable by that person.

The Examiner states that Iwami teaches a voice communication method for routing IPNT calls at customer premises having a communication server 20, (managing processor) and a communication terminals 10, including screen displays connected on a LAN 1, also coupled to the communication server. Iwami's method including the steps of

receiving an incoming IPNT call, determining an intended recipient for the call, requesting routing from a set of voice or mail notification messages (current routing rules) selectable (accessible and editable) by the intended recipient (col. 16, lines 1-18), and routing the call according to the current voice or mail notification messages (routing rules) of the intended communication terminal (col. 16, lines 4-11 and col. 8, lines 1-14 and col. 4, lines 24-40).

Taken as a whole, Iwami actually teaches a system to provide voice communication between a communication terminal connected to a packet network and a communication terminal connected to the line switching network. Iwami receives a call (Fig. 4) intended for a specific communication terminal, if the user has elected to accept the communication (step 103), the user at communication terminal 10 returns a voice communication accepting the response at step 105. If the user has elected to reject the communication or does not respond to the request for a predetermined time at step 103, a voice communication negating response is returned to the communication terminal which has sent the voice communication request (step 104 Fig. 4, col. 8, lines 8-22). The Examiner has specifically referenced Column 16 lines 1-18 to substantiate the Examiner's statement that Iwami is capable of requesting routing from current routing rules accessible and editable by the intended communication terminal. Column 16 specifically teaches that the routing rules in Iwami are specifically limited to sending a communication request to an intended terminal and waiting for either a positive or negative response. If a positive response is received then communication processing is performed. If a negative response is received at step 322 a message saying that a connection was impossible is outputted to the telephone at step 325, thus concluding that no communication terminal was determined.

It is thus quite clear that the routing rules in Iwami are not changed, and thus are not edited.

Applicant's invention is in the area of IPNT call processing and switching, and pertains more particularly to intelligent call-routing systems, and equipment and methods for customizing and personalizing routing rules and protocol. The router in preferred embodiments has router-rule portions dedicated to individual agents, and an individual agent, through one or more of the client interfaces executing on a computer workstation, may access the portion dedicated to that agent, and edit the routing rules therein.

Iwami does not disclose storing routing rules specific to individual agents whatsoever. Iwami teaches absolutely no ability to edit routing rules specifically stored for an individual agent by the agent at that communication terminal.

Applicant respectfully traverses the Examiner's argument that Iwami's ability to accept or reject a communication request is equivalent to applicant's claimed feature of storing specific routing rules for a specific agent at a workstation wherein the recipient at the workstation has the ability to access the routing rules and edit them according to what the recipient prefers. This is quite clearly not the case.

Applicant respectfully requests the rejection over Iwami be withdrawn. Claim 2, as amended, is then clearly patentable over the art of Iwami. Claims 3-9 are now patentable on their own merits, or at least as depended from a patentable claim.

Claim 10 herein recites:

10. In a customer premises Internet Protocol Network Telephony call center having a managing processor including sets of routing rules specific to individual agents at workstations, the managing processor for switching received calls to individual ones of the connected agents at computer workstations, a method for individual customization of routing rules for the received calls, comprising steps of:

(a) executing a client user interface on one of the computer workstations by an agent at the station;

(b) determining routing for the received calls addressed to the computer workstation at the computer workstation by the agent at the workstation using the client user interface;

(c) transmitting the routing determination to a router executing on the managing processor; and

(d) routing the received telephone calls by the router according to the transmitted routing determination.

Claim 10 has also been rejected by the Examiner under 102(e) using the art of Iwami. The Examiner rejects claim 10 using the same reasoning provided in regards to claim 1. Applicant has made amendments to claim 10 particularly claiming the method wherein routing rules specific to individual recipients are stored in a router inside a processor accessible to the individual recipient, and the recipient can access and edit the specific routing rules pertaining to him/her.

Applicant believes claim 10 is patentable over the art of Iwami. As argued on behalf of claim 1 Iwami does not teach an intelligent call routing system as in applicant's claimed invention. Iwami's call routing and routing rules are limited to positive or negative responses to communication requests, and the routing rules are not accessible to the receiving agent or editable by the agent.

In applicant's invention the individual agent may access his/her own specific set of routing rules in the router system to perform higher level configurations to routing rules, such as type of calls available, call parameters, user function or location changes, etc., while individual users may, through their interfaces, configure routing rules for their own calls. Iwami makes absolutely no reference to this unique ability of applicant's claimed invention of allowing an individual recipient at a workstation to access and edit a set of routing rules stored in a router specifically for that individual recipient.

Applicant believes claim 10 is clearly patentable over the art of Iwami as argued above and also on behalf of claim 2. Claim 11 is canceled and claim 12 is also patentable at least as depended from a patentable claim.

Claim 13 as amended herein recites:

13. A call router system for determining routing of incoming Internet Protocol Network Telephony calls in a customer premises call center including a managing processor connected to individual computer workstations, the managing processor having sets of routing rules specific to individual agents, the router system comprising:

a client user interface executable on one of the computer workstations, and adapted to provide functions for editing routing rules for individual agents; and

a router listing current routing rules specific to the agent at the workstation;

wherein the client user interface is adapted to transmit agent-edited routing rules to the router, and the router is adapted to provide routing to incoming calls addressed to the agent according to the current routing rules.

Claim 13 is also rejected by the Examiner under 102(e) using the art of Iwami. Claim 13 discloses a call router system for determining routing of incoming Internet Protocol Network Telephony calls in a customer premises call center. Claim 13 as amended has the same limitations argued on behalf of claim 2 and 10 above including an agent user interface executable on one of the computer workstations, and adapted to provide functions for editing routing rules for individual specific users. Therefore claim 13 is also patentable over the art of Iwami. Claims 14-18 are patentable at least as depended from a patentable claim.

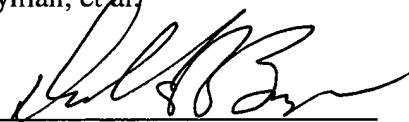
As all of the claims standing for examination as amended have been shown to be patentable over the art of record, applicant respectfully requests reconsideration and that the present case be passed quickly to issue. If there are any time extensions due beyond any extension requested and paid with this amendment, such extensions are hereby requested. If there are any fees

due beyond any fees paid with the present amendment, such fees are authorized to be deducted from deposit account 50-0534.

Respectfully Submitted,

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by

A handwritten signature in black ink, appearing to read 'Donald R. Boys', written over a horizontal line.

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